



REMARKS

Claims 1-22 are currently pending in this application. Claims 1 and 19 have been amended to more clearly point out Applicants' invention. No new matter has been added to the application.

Attached hereto is a marked-up version of the changes made to the claim by the current amendment. The attached page is captioned **"Version with markings to show changes made."**

35 U.S.C. § 102 (e) Rejection of claims 1-11, 14-20 and 22

The Examiner has rejected claims 1-11, 14-20, and 22 under 35 U.S.C. § 102 (e) as being anticipated by U.S. Patent No. 5,960,073 (Kikinis). The Examiner contends that Kikinis discloses Applicants' invention as claimed. Applicants respectfully traverse the rejection.

The present invention is directed to a method of providing communication control functionality to a remotely located communication device. Log in information is received at a server via at least one communication network and verified. Origination address information is obtained for the communication device. A single voice and data communication link is established between the communication device and a merchant system. The merchant system provides the communication device with communication control functionality by providing via the at least one communication network the communication control functionality to the communication device at the origination address. The present invention is a single line solution in which a device such as a personal computer can be used for both voice and data communications and which incorporates PBX-like functionality to perform call agent functions from a location that is remote from the call center.

Kikinis discloses a call center system that supports remote agent stations through a network by establishing a data link between a computer at the remote agent station and a CTI processor at the call center, and providing voice calls to a telephone at the remote agent station. Kikinis does not teach or disclose establishing a single voice and data link with a communication device at the remote agent station as recited in amended independent claims 1 and 19. Kikinis requires that the remote agent station have two communications links. The first is the data link between the remote workstation and the call center, and the second is the voice link between the remote telephone and the call center. There is no teaching or disclosure of having a single link between the remote workstation and the call center for carrying both voice and data information. As such, Applicants submit that Kikinis does not teach or disclose Applicants' invention. Claims 2-11, 14-18, 20 and 22 being dependent upon independent claims 1 and 19 are also not taught or disclosed by Kikinis. Applicants request that the rejection of the claims under 35 U.S.C. § 102 (e) be withdrawn.

35 U.S.C. § 103 (a) Rejection of claims 12, 13 and 21

The Examiner has rejected claims 12, 13 and 21 under 35 U.S.C. § 103 (a) as being unpatentable over Kikinis in view of U.S. Patent No. 5,884,032 (Bateman). The Examiner correctly notes that Kikinis does not teach receiving a URL from a party that corresponds to a particular page and forwarding the URL to the communication device. The Examiner contends that Bateman teaches such a feature. The Examiner argues that it would have been obvious to one of ordinary skill in the art to incorporate the feature of Bateman in the Kikinis system. Applicants respectfully traverse the rejection.

Bateman discloses a method for integrating web functions with automatic call distributor functions so that a call center agent can assist a customer. As with Kikinis, Bateman discloses an arrangement where two links are required for a remote worker (see Fig. 8). A data link is established between the call center and the remote workstation and a second voice link is established between the call center and the remote telephone. Neither Kikinis nor Bateman, whether taken alone or in combination recite establishing a single voice and data link with a communication device at the remote agent station as recited in amended independent claims 1 and 19. Claims 12, 13 and 21 being dependent upon independent claims 1 and 19 respectively are also not taught or disclosed by either Kikinis or Bateman, or a combination of the references. Applicants request that the rejection of the claims under 35 U.S.C. § 103 (a) be withdrawn.

Conclusion

In view of the foregoing, it is respectfully submitted that the claims are in condition for allowance and reconsideration is requested. If the Examiner believes that any issues remain unresolved, a telephone call to the undersigned would be welcome.

Respectfully,
Srinivas Bala et al.

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Version with Markings to Show Changes Made

in the Claims:

Amend claims 1 and 19.

1. (Amended) A method of providing communication control functionality to [at least one] a communication device located at a remote location comprising the steps of:
receiving log in information at a server via at least one communication network,
verifying the log in information;
obtaining origination address information for the [at least one] communication device; and
establishing a single voice and data communication link between the [at least one] communication device and a merchant system, said merchant system providing the communication device with communication control functionality by providing via the at least one communication network said communication control functionality to said [at least one] communication device to said origination address.

19. (Amended) A method for processing communications to [at least one] a communication device over at least one communication network, said [at least one] communication device[s] being logged into a merchant system, said [at least one] communication device being capable to receive and send voice and data communications via a single communication link, said communications originating from one or more third party devices, each third party device being identified by origination information, the method comprising:

receiving a communication request to connect to [a] the communication device associated with the merchant system;

determining the availability of the [at least one] communication device;

routing the communication to [an available] the communication device if the device is available;

forwarding to the available communication device information relating to the third party associated with the third party device that originated the communication; and

providing the available communication device with control functionality, said control functionality being able to control the interaction between the available communication device and the third party device.